

PROCESSING ASSISTANT ROLE

Level IV

Positions allocated to this level independently perform a variety of tasks including some technical tasks. In support of a work process(es) or program requiring the selection of the most appropriate action from several alternative. Each alternative has some guidelines requiring interpretation and knowledge of organizational functions. Work requires a significant knowledge of office procedures and practices, as well as office programs, organizational structure, and services to initiate, monitor, review, and maintain a variety of documents to determine or obtain compliance and acceptability of actions. Public contact duties require explanation and interpretation within established policies and procedures in responding to inquiries and gathering needed information. Positions function independently within established operating procedures and may provide input on matters requiring departure from established interpretation of office policies, procedures, and operations. Supervision and/or work coordination of a staff may be required of positions at this level. Work is differentiated from Level III by an increase in the degree of independence, program, and/or process knowledge's applied.

The whole position must be evaluated using the applicable allocation factors, as described in the Introduction, before a final determination can be made regarding the level of a position.

RECORDS AND REPORTS

Examples of Duties

Maintains cash receipts journal, posts monies to proper account, and enters into accounts receivable ledger. Processes all invoices for payment & maintains updated delinquent account files.

Maintains a variety of budget accounts or accounts receivable. Maintains general ledger for reconciling balances, reviews charges, penalties, or interest due, adjusts balances and ensures proper budget code. Prepares established monthly financial reports; maintains related records and deposits monies.

Initiates or prompts payment for expenditures, services, supplies, expenses, and miscellaneous operating costs.

Initiates, reviews, and/or completes process for reimbursement by third party payees.

Reviews a large variety of documents for accuracy and completeness. Determines, using knowledge from a variety of guidelines, if documents are in order and whether the process can continue. May prepare and code documents for acceptance into the computer system; incomplete or inaccurate documents are coded for suspense or research. Prepares correspondence, including explanation of requirements. Determines when information needs have been met, removes suspense, and completes assignment.

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Level IV COMPOSITION Examples of Duties

Composition duties directly relate to explanations, interpretations, procedures, and requests for information, problem-solving, or processing activities described under the Records and Reports Function.

Designs internal forms applicable to work processes.

OFFICE EQUIPMENT OPERATION AND MANAGEMENT Examples of Duties

Utilizes typewriter and/or word processor for the preparation of letters and reports, the maintenance and monitoring of records, and the formatting and preparation of various charts. Positions perform and coordinate work assignments that may originate from a variety of sources.

Accesses mainframe system to establish, retrieve, and review a variety of office records. Determines adequacy of information. May compare to other files or sources for verification. Determines and enters appropriate adjustments to permanent records.

Selects and applies computer software packages to prepare a variety of office documents, records, charts, and graphs; determines format, some content, and presentation.

FILES Examples of Duties

Determines most effective method for entering and retrieving information in the filing system. Modifies files to meet specific needs, which require moderate guideline interpretation and knowledge of the process(es) or subject matter to locate, extract, and compile information.

Files retrieves materials based on full knowledge of the process (es), work unit, and related activities.

KNOWLEDGES, SKILLS, AND ABILITIES

Significant knowledge of office or work unit procedures, methods, and practices. Significant knowledge of and ability to use correct grammar, vocabulary, spelling and office terminology to compose and/or proofread correspondence, reports, and other materials. Significant knowledge of accounting procedures, mathematics, and their application in the work environment. Ability to learn and independently apply laws, and departmental rules and regulations covering programs and services. Ability to review and process information to determine a conclusion, action, or compliance with applicable laws, rules, or regulations. Ability to apply a variety of work related formulas or mathematical calculations. Ability to record, compile, summarize, and performed basic analysis of data. Ability to independently work with people with courtesy and tact in performing public contact duties that may be sensitive in nature. May require ability to supervise and coordinate the work of other staff, student workers, or volunteer staff.

MINIMUM TRAINING AND EXPERIENCE

PROCESSING ASSISTANT ROLE

Level IV

Graduation from high school and demonstrated possession of knowledge's, skills, and abilities gained through at least two years of office assistants/secretarial experience; or an equivalent combination of training and experience.